



## SUMMARY

I've always had a deep passion for tech and problem-solving. Whether it's diving into troubleshooting or learning new systems, I genuinely enjoy the challenge that comes with understanding and improving technology. Over time, I've gained hands-on experience with everything from hardware maintenance to software support, learning how every piece fits together to create seamless user experiences. I've learned to be resourceful—whether it's fixing a computer, setting up complex systems, or resolving technical issues. The thrill of figuring out a solution and continuously improving my skills is what drives me. What excites me most is the constant learning and the chance to be part of a field that evolves so quickly. I'm always looking for new ways to apply my knowledge and stay ahead of the curve in this ever-changing industry.

## EDUCATION

### Hassan kassir institute

Information Technology  
2021-2024

## SKILLS

- Strong organizational and time management skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience in managing budgets and handling financial documents
- Capable of addressing client concerns and finding solutions to meet their needs
- Excellent verbal and written communication skills, essential for building rapport with clients

## FAMILIARITY

- Skilled in using Microsoft Office Suite (Word, Excel, PowerPoint)
- Basic understanding of algorithms and programming languages: C, Dart
- Skilled in operating systems: Windows, MacOS
- Familiarity with database management systems like MySQL/ M.access

## PROFESSIONAL EXPERIENCE

### it support at i-media

providing hardware and software solutions

- Daily support for software users and meet their needs.
- Maintain and fixing all hardware issues that the client's facing.
- CCTV and wireless camera installation and maintenance.
- Providing all kinds of laptops / desktops / printers and POS systems.

### technical support and game lounge attendant at un lounge

- Maintain and fixing all computers plus troubleshooting any computer issues clients may face in lounge
- Format / Update and Upgrade laptops and desktops for public plus fixing any issues that may occur
- PlayStation maintenance plus fixing and support controllers issues
- Installing MS.OFFICE and any other program clients in need
- fix and support all mobile hardware and software for public

### cashier and game lounge attendant at virus gaming center

- Accurately processed cash transactions, maintaining a balanced cash drawer and ensuring all financial exchanges were error-free
- Proactively assisted customers by addressing inquiries and resolving issues promptly, enhancing overall customer satisfaction
- Provided customers with technical assistance and information on gaming equipment, ensuring optimal user experience
- gaming-related merchandise, conducted regular audits, and reported discrepancies to prevent stock shortages
- Upheld a clean and organized work environment, adhering to health and safety standards to ensure a pleasant atmosphere for customers